

Clarify the Problem

Families are the primary support of individuals in the community. Service enrollment is often crisis driven. The Developmental Disabilities Administration needs to adopt a proactive approach to prevent crisis situations. Families should be supported so that individuals can remain in their family's homes.

Breakdown the Problem

This measure reflects the response to consumer preferences for home and community-based care. It is also an indicator of efficiency, since community care is the least expensive.

Currently there are approximately 11,000 individuals on DDA caseload over the age of 3 who do not receive paid services and live at home with their parent or family who may go into crisis.

As of April 2015 there were:

2,977 individuals on Individual and Family Services (IFS) waitlist

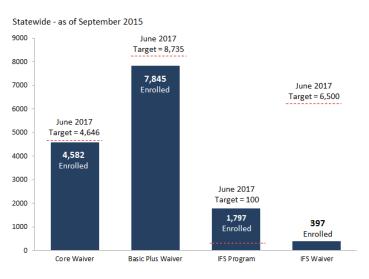
494 individuals on Basic Plus request database

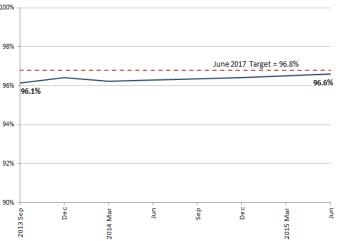
133 individuals on Core request database

Capacity of the Basic Plus Waivers and IFS is limited by funding appropriated by the legislature.

Target Condition

- · Increase the percentage of DDA clients with developmental disabilities served in home and community-based settings from 96.4 percent as of January 2015 to 96.8 percent by July, 2017.
- Increase enrollment of the Basic Plus waiver from 7,735 individuals in January 2015 to 8,735 individuals by June 30, 2017.
- Increase enrollment of the Core waiver from 4,494 individuals in January 2015 to 4,626 by June 30, 2017.
- Increase enrollment of the IFS waiver from 0 individuals in January 2015 to 6,500 by June 30, 2017.
- Decrease enrollment in the **Individual and Family Services** (IFS) program from 2,081 in January 2015 to 100 by June 30 2017.





*This A3 reflects the three success measures in Strategic Objective 3.1 and 2.1



competitive with the private sector for

specialized services

Proposed Countermeasures

high cost out of home supports

	Root Cause	Proposed Countermeasures	Difficulty	Impact
1	Limited DDA outreach to inform families of available resources due to lack of funding	Partner with stakeholders to educate families and self-advocates.	Med	Med
2	Crisis driven system with reliance on high cost, out of home supports	Expand IFS program and Basic Plus enrollments.	High	High
3	DDA does not have entitlement services to meet crisis needs			
4	Inflexible provider rules & requirements	Add additional training category for providers who work fewer than 300 hours per year.	High	High
5	Medicaid reimbursements rates are not competitive with private sector for specialized services	Work with Health Care Authority (HCA) to develop larger provider network	Med	High
		Help families understand how to use the Home Care Referral Registry		

Proposed Action

ID#	Strategy/ Approach	Task(s) to support strategy	Lead	Due	Expected Outcome
1	Partner with stakeholders	Work with Developmental Disabilities Council and other stakeholders to expand outreach.	Janet Adams	6/30/17	Increase sharing of information.
2	Expand IFS program and Basic Plus enrollments	CRMs enroll clients on the IFS waiver	Sheila Collins	6/30/17	Add 4,000 individuals to IFS and 1,000 Basic Plus
		Waiver requests reviewed and monitored	Bob Beckman		Individuals with unmet needs receive services
2	Transition 34 individuals from institutions to community	Family Mentor provides one-on-one consultation and supports to 18 families.	Tom Farrow	6/30/17	Two individuals will sign up with RCL each quarter
3	Add additional training for providers	Educate families on the new training options for respite providers	Linda Gil	6/1/2014 completed	Increase the flexibility of provider rules and requirements
4	Work with HCA to develop larger provider network	Provider development	Bob Beckman	6/30/17	Develop larger provider network

Evaluate Results, Standardize, then Repeat

Last modified 2/26/2016

Assistant Secretary, Developmental Disabilities Administration

Background

Group Topic / Strategic Plan Goal / Main idea: Community - Provide community-based services for individuals

Sub Topic / Strategic Objective: Increase access to home community-based services.

Action Tracker · Status Report

Measure # / Strategic Objective #: 3.1 and 2.1

Measure / Strategic Objective Title:

- Increase the percentage of DDA clients with developmental disabilities served in home and community-based settings from 96.4 percent as of January 2015 to 96.8 percent by July, 2017.
- Increase enrollment of the Basic Plus waiver from 7,735 individuals in January 2015 to 8,735 individuals by June 30, 2017.
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- Decrease enrollment in the Individual and Family Services (IFS) program from 2,081 in January 2015 to 100 by June 30 2017.

Type of Status Report

Strategic Plan/Results Washington

Proposed Action

ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Lead	Status	Due	Expected Outcome	Partners
1	DDA outreach to inform families of resources is limited due to lack of funding	Partner with stakeholders	Continue to meet quarterly with stakeholders to improve the quality of Home and Community Based Services.	Janet Adams	Monthly meeting	8/30/15	Increase sharing of information.	Home and Community Services Staff
2	DDA does not have entitled services to meet needs	needs Basic Plus enrollments onto IFS Waiver		Sheila Collins	In progress	8/30/15	500 individuals added to IFS	Waiver Specialists, Case Resource Managers
				Bob Beckman	In progress	8/30/15	Individuals with unmet needs receive services	DDA Regional management
2	Crisis driven system with reliance on high cost, out of home supports	Transition at least 34 individuals from institutions to the community.	Family Mentor provides one-on-one consultation and supports to 18 families	Tom Farrow	In progress	8/30/15	Two individuals will sign up with RCL each quarter.	Family Mentor
3	DDA does not have entitlement services to meet crisis needs	Add additional training category for providers who work fewer than 300 hours per year.	Educate families on the new training options for respite providers	Linda Gil	In progress	8/30/15	More people would be able to access respite.	DDA individuals and families
4	Medicaid reimbursements rates are not competitive with private sector	Work with Health Care Authority to develop larger provider network	Create list of potential providers, assign Resource Managers and strategize on how to recruit additional providers where there is need	Bob Beckman	In progress	8/30/15	Expand provider network	DDA Regional Resource Managers



Action Tracker · Status Report | 1st Quarter January 2015 Evelyn Perez

Assistant Secretary, Developmental Disabilities Administration

Background

Group Topic / Strategic Plan Goal / Main idea: Community - Provide community-based services for individuals

Sub Topic / Strategic Objective: Increase access to home community-based services.

Measure # / Strategic Objective # : 2.1 Measure / Strategic Objective Title :

- Increase the percentage of DDA clients with developmental disabilities served in home and community-based settings from 96.4 percent as of January 2015 to 96.8 percent by July, 2017.
- Increase enrollment of the Basic Plus waiver from 7,735 individuals in January 2015 to 8,735 individuals by June 30, 2017.
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Type of Status Report

Quarterly Status Report

Last modified 2/26/2016

<u>Propos</u>	sed Action											
ID#	Problem to be solved	Strategy/Approach	Task(s) to	support strateg	gy	Intention for strateg	y Lead	Status	Due	Expect	ed Outcome	Partners
1	DDA outreach to inform families of resources is limited due to lack of funding	Partner with stakeholders	Continue to meet quarterly with stakeholders to improve the quality of Home and Community Based Services.		*		Janet Adams	Monthly meeting	7/31/2016	Increase sha information	•	Home and Community Services Staff
2	DDA does not have entitled services to meet needs	Expand IFS program and Basic Plus enrollments	A. Review and movement onto	manage individuals o IFS Waiver			Lonnie Keesee	In progress	3/3/2016	Goal of 2193 by end of 1st	individuals on IFS Quarter	Waiver Specialists, Case Resource Managers
			vaiver requests and Send out waiver			Ann Whitehall	In Progress	7/31/2016	Individuals v receive servi	vith unmet needs ices	DDA Regional management	
				Plus requests and Send out waiver			Ann Whitehall	In Progress	3/31/2016	Individuals v receive serv	vith unmet needs ices	Waiver Specialists, Case Resource Managers
2	Crisis driven system with reliance on high cost, out of home supports	Transition individuals from institutions to the community.	Family Mentor provides one-on-one consultation and supports to at least 18 individuals and families				Tom Farrow	In progress	3/31/2016	10 individua RCL each qu	ls will sign up with arter.	Family Mentor
3	DDA does not have entitlement services to meet crisis needs	Add additional training category for providers who work fewer than 300 hours per year.	Educate familie options for resp	es on the new training oite providers	ng		Linda Gil	Stopped Due to Legislative action	8/30/15	, ,		DDA individuals and families
4	Lack of providers contracted with DDA	Work with resource developer to create larger provider network	service provide Managers and s	otential professiona ers, assign Resource strategize on how to nal providers where	o		Ann Whitehall	In progress	rogress 3/31/2016		Hold first meeting to develop strategy on expanding provider network	
	Strategic Plan 2015-2	017	2015 Q1	Q2	Q3	Q4	2016 Q1	Q2	Q3	Q4	2017 Q1	Q2

	•	 Increase acces	s to home and commu	nity-based services.	•	•	•
Success Measure 2.1.1: Increase enrollment in the Basic Plus waiver from 7,735 individuals in January 2015 to 8,735 individuals in July 2017.							
Success Measure 2.1.2: Increase enrollment in the Core waiver from 4,494 individuals in January 2015 to 4,626 in July 2017.							
Success Measure 2.1.3: Increase enrollment in the IFS waiver from 0 individuals in January 2015 to 6,500 in July 2017.							
Success Measure 2.1.4: Decrease enrollment in the Individual and Family Services (IFS) program from 2,081 individuals in January 2015 to 100 in July 2017.							